

General Information

The Virginia Medicaid Web Portal can be accessed through the following link: www.virginiamedicaid.dmas.virginia.gov

The Web Portal is available daily 24 x 7 with the exception of routine maintenance which is posted in advance.

The user accesses the Web Portal url and immediately sees the Public Portal – Home Page (PUB-S-0001). Choosing the ‘Provider’ option in the ‘Login’ portal routes the user to the Public Portal – Provider Login (PUB-S-0002), where the user enters their login credentials. After successful authentication, the user is routed to the Secured Provider – Home Page (PRV-S-0001).

From this page the user can access secured functionality on behalf of the provider, based on their delegated role.

Data Elements

N/A

Outputs

N/A

Programs

N/A

Screens

- Secured Provider – Home Page (PRV-S-0001)

Secured Provider – Home Page (PRV-S-0001)


General Information

The user accesses the Web Portal url and immediately sees the Public Portal – Home Page (PUB-S-0001). Choosing the 'Provider' option in the 'Login' portal routes the user to the Public Portal – Provider Login (PUB-S-0002), where the user enters their login credentials. After successful authentication, the user is routed to the Secured Provider – Home Page.

From this page, the user can access quick links and navigational tabs to take them to various provider functions.

Screen Name	Secured Provider – Home Page
Source/Originator	Public Portal – Provider Login (PUB-S-0002)
Usage	Navigation to various tab menus, quick links and secured portal functionality.

Screen Samples – PRV-S-0001



Dec 14, 2012
[Home](#) | [Contact Us](#) | [Log out](#)

HomeClaimsMemberService AuthorizationPayment HistoryEHR Incentive ProgramProfile MaintenanceRA Messages

Quick Links

[Provider Services](#)
[Provider Resources](#)
[EDI Support](#)
[Documentation](#)
[FAQ](#)
[Search for Providers](#)
[Provider Forms Search](#)
[DMAS Web Site](#)
[Change Password](#)
[Request Security ID](#)
[Add Users](#)
[View/Edit Users](#)

News

Welcome to the Virginia Medicaid Web Portal. This page will let users access secured provider services.
If you have any issues with the functionality on this page, please see the Automated Response System (ARS) Reference Material located at the Provider Resources Quick Link (above) or contact the Virginia Medicaid Web Support Help Desk (toll free) at 866-352-0496.

Welcome to the Virginia DMAS Medicaid Web Portal

Thank you for registering for access to the Virginia Medicaid Web Portal. You've successfully completed the first step in the registration process.

As the Primary Account Holder for your organization, you will need to initiate and complete the authentication process with the use of a Security ID. Requesting and applying a Security ID is a one time process to be completed only by the Primary Account Holder.

Step2 - Initiate the Authentication Process - click '**Request Security ID**' on the Quick Links to the left

To request a Security ID, click on 'Request Security ID' from the Quick Links on the left. Your security profile will be presented along with two new fields associated with the Security ID. Check the 'Request Security ID' box. The Security ID will be generated and mailed to the provider or administrator (if a group provider) associated with your User ID from the registration process. For more complete instructions, please refer to the [Web Registration Quick Reference](#).

While awaiting receipt of the Security ID, you may begin to establish your organization. To begin creating (or modifying) a user organization, click 'Add Users' or 'View/Edit Users' from the Quick Links on the left. For more complete instructions, please refer to the Quick Reference for [Establishing a Provider Organization](#). Once the Security ID is applied, it will be associated with all users you've previously established.

If you are a new user associated with a provider not currently enrolled in the Virginia Medicaid Program, you will need to wait for the Provider Enrollment Services to approve your application before you can request a Security ID.

Step 3 - Complete Identity Authentication with the Security ID - click '**Apply Security ID**' that will be displayed on the Quick Links to the left

Upon receipt of the Security ID from your provider or group administrator, you need to apply the Security ID. To apply the Security ID, click on 'Apply Security ID' from the Quick Links on the left. Your security profile will be presented along with the two fields associated with the Security ID. Enter the Security ID in the appropriate field. For more complete instructions, please refer to the [Web Registration Quick Reference](#).

After the Security ID is applied, your user authentication will be complete. Once authenticated, the Security ID will be associated to you as the Primary Account Holder and any previously established users within your organization. You or your designated Organization Administrator may continue to establish your user organization.

To begin creating (or modifying) your user organization, click 'Add Users' or 'View/Edit Users' from the Quick Links on the left. For more complete instructions, please refer to the Quick Reference for [Establishing a Provider Organization](#).

Secured Provider Home Page - Navigation Tabs

Home – This tab returns the user to the Secured Provider – Home Page (PRV-S-0001) regardless of where the user invokes it from.

Claims – This tab provides access to the following:

- Claims Status Inquiry – directs the user to the Claims Status Inquiry Request screen (ARS-S-0001)
- Create Professional Claim – directs the user to the Create a New Professional Claim screen (DDE-S-0009)
- Create Institutional Claim – directs the user to the Create a New Institutional Claim screen (DDE-S-0013)
- Create Crossover Part B Claim – navigates the user to the Create a New Crossover Part B Claim screen (DDE-S-0003)
- Create Professional Template – directs the user to the Create a Professional Template screen (DDE-S-0007)
- Create Institutional Template – navigates the user to the Create an Institutional Template screen (DDE-S-0011)
- Create Crossover Part B Template – routes the user to the Create a Crossover Part B Template screen (DDE-S-0001)
- View/Edit/Delete Template – transfers the user to the View Edit Delete Template screen (DDE-S-0004)

Note: Providers who only participate in Program 11 (Ordering, Referring and Prescribing Providers) will not see this navigation tab.

Member Eligibility – This tab provides access to the Eligibility Inquiry Request screen (ARS-S-0006)

Note: Providers who were registered and then became inactive or whose only active program becomes Program 10, will no longer see this navigation tab once the inactivity or Program 10 only is determined.

Service Authorization – This tab provides access to the following:

- Service Authorization Log – directs the user to the Service Authorization Request screen (ARS-S-0011)

- Pharmacy Web PA Request – transfers the user to the website of the Pharmacy Service Authorization vendor <https://www.viriniamedicaidpharmacyservices.com/>

Note: Providers who were registered and then became inactive or whose only active program becomes Program 10, will no longer see this navigation tab once the inactivity or Program 10 only is determined.

Payment History – This tab routes the user to the Payment History Request screen (ARS-S-0014)

Note: Providers who only participate in Program 11 (Ordering, Referring and Prescribing Providers) will not see this navigation tab.

EHR Incentive Program – This tab directs the user to the EHR Incentive Program page (EH-S-0001)

Profile Maintenance – This tab routes the user to the Profile Maintenance Screen (PPM-S-0001)

Provider Enrollment – This tab provides access to the Public Portal Provider Enrollment Forms page (PUB-S-0003)

RA Messages – This tab provides access to the Select Remittance Advice Message Effective Date page (RA-S-0002)

Secured Provider Home Page Portlets – Quick Links

Quick Links – this portlet lists links to documents or websites that are applicable to the audience viewing this portal page. Quick Links will be located on various portal pages. For consistency and availability to common information, the first five (5) links are the same functionality defined in the Public Portal – Home Page (PUB-S-0001):

- Provider Services
- Provider Resources
- EDI Support
- Documentation
- FAQ

In addition there are links that are applicable to that portal page. For the Secured Provider Home Page, the additional quick links are the following:

- Newborn E-213 – access to the FAMIS Newborn E-213 form <https://www.famis.org/newborn/>
- Search for Providers – access to the Find a Health Care Provider Search (PS-S-0001) function to find providers by area, speciality, etc
- Provider Forms Search – access to the Provider Forms – Search page (FS-S-0001) to find various forms utilized by the providers
 - DMAS Web Site – link to the website for the Department for Medical Assistance Services <http://dmasva.dmas.virginia.gov/>
- Change Password – transfers the user to the Web Registration – Change Password page (WPR-S-0006)
- Request Security ID – navigates the user to the Web Registration – Request Apply Security ID page (WPR-S-0003)
- Add Users – routes the user to the Web Registration – Add Edit Users screen (WPR-S-0008)
- View/Edit Users – transfers the user to the Web Registration – View Edit Users (WPR-S-0009)

Secured Provider Home Page Portlets – News

Web Announcements – this portlet contains any information that is applicable to the provider community such as information location, etc.

Secured Provider Home Page Portlets – Welcome

This portlet helps direct the user through the registration process by detailing out the various steps as well as containing links to information that would assist in this process, including:

- Web Registration Quick Reference
- Establishing a Provider Organization

Data Elements

Data Element Name (ID)	Instructions
No Data Elements for this page	N/A

Navigation

Button/Link	Action	Link
Home (Navigational tab and link)	Transfers user to the Secured Provider - Home Page	PRV-S-0001
Contact Us	Opens a contact list of helpful phone numbers for Xerox, DMAS, etc	Contact Us Information pdf
Log Out	Logs the user off from the secured provider functionality and transfers them to the Public Portal Home Page	PUB-S-0001
Claims – Claims Status Inquiry	Directs the non-Program 11 user to the Claims Status Inquiry Request screen	ARS-S-0001
Claims - Create Professional Claim	Directs the non-Program 11 user to the Create a New Professional Claim screen	DDE-S-0009
Claims - Create Institutional Claim	Directs the non-Program 11 user to the Create a New Institutional Claim screen	DDE-S-0013
Claims - Create Crossover Part B Claim	Navigates the non-Program 11 user to the Create a New Crossover Part B Claim screen	DDE-S-0003
Claims - Create Professional Template	Directs the non-Program 11 user to the Create a Professional Template screen	DDE-S-0007
Claims - Create Institutional Template	Navigates the non-Program 11 user to the Create an Institutional Template screen	DDE-S-0011
Claims - Create Crossover Part B Template	Routes the non-Program 11 user to the Create a Crossover Part B Template screen	DDE-S-0001
Claims - View/Edit/Delete	Transfers the non-Program 11 user to the View	DDE-S-0004

Template	Edit Delete Template screen	
Member – Member Eligibility	This tab provides access to the Eligibility Inquiry Request screen	ARS-S-0006
Service Author-ization - Service Authorization Log	Directs the user to the Service Authorization Request screen	ARS-S-0011
Service Author-ization - Pharmacy Web PA Request	Transfers the user to the website of the Pharmacy Service Authorization vendor	https://www.viriniamedicaidpharmacyservices.com/
Payment History	Routes the non-Program 11 user to the Payment History Request screen	ARS-S-0014
EHR Incentive Program	Directs the user to the EHR Incentive Program page	EH-S-0001
Profile Main-tenance	Routes the user to the Profile Maintenance Screen	PPM-S-0001
Provider Enroll-ment	Provides access to the Public Portal Provider Enrollment Forms page	PUB-S-0003
RA Messages	Accesses the Select Remittance Advice Mes-sage Effective Date page	RA-S-0002
Provider Services – Provider Enroll-ment Forms	Transfers user to Pro-vider Enrollment Forms page	PUB-S-0003
Provider Services – Provider Manu-als	Transfers user to Pro-vider Manuals page	PUB-S-0004
Provider Services – Provider Forms Search	Transfers user to the Pro-vider Forms Search page	PS-S-0001
Provider Services – Medicaid Memos to Providers	Transfers user to the Medicaid Memos page	PUB-S-0007
Provider Services – DMAS Provider Services	Transfers user to the DMAS Provider Services website	http://dmasva.dmas.virginia.gov/Content_pgs/pr-home.aspx
Provider Services – DMAS Phar-macy Services	Transfers user to the DMAS Pharmacy Ser-vices Menu	PUB-S-0019

Provider Resources – Provider Manuals	Transfers user to Provider Manuals page	PUB-S-0004
Provider Resources – Provider Links	Transfers users to the Provider Links menu page	PUB-S-0020
Provider Resources – Provider Training	Transfers user to the Provider Training Courses menu	PUB-S-0008
Provider Resources – Web Registration	Transfers user to the Web Registration Training Material menu	PUB-S-0013
Provider Resources – Automated Response System	Transfers user to the ARS Training Material menu	PUB-S-0010
Provider Resources – Claims DDE	Transfers user to the Claims DDE Training Material menu	PUB-S-0011
Provider Resources – Provider Profile Maintenance	Transfers user to the Provider Profile Maintenance Reference Material menu	PUB-S-0012
Provider Resources – Search for Providers	Transfers the user to the Search for Providers menu	PS-S-0001
EDI Support – EDI Companion Guides	Transfers the user to the EDI Companion Guides menu	PUB-S-0014
EDI Support – EDI FAQ	Transfers the user to the Frequently Asked Questions (FAQ) menu	PUB-S-0015
EDI Support – EDI Testing	Transfers the user to the EDI Testing menu	PUB-S-0016
EDI Support – EDI Forms & Links	Transfers the user to the Electronic Claims Submission Enrollment Packet menu	PUB-S-0017
Documentation – Provider Enrollment Forms	Transfers user to the Provider Enrollment Forms page	PUB-S-0003
Documentation – Paper Claim Forms	Transfers the user to the Paper Claims Form page	PUB-S-0018

FAQ	Transfers the user to the Frequently Asked Questions (FAQ) menu	PUB-S-0015
Newborn E-213	Access to the FAMIS Newborn E-213form	https://www.famis.org/newborn/
Search for Providers	Access to the Find a Health Care Provider Search function to find providers by area, specialty, etc	PS-S-0001
Provider Forms Search	Access to the Provider Forms – Search page to find various forms utilized by the providers	FS-S-0001
DMAS Web Site	Link to the website for the Department for Medical Assistance Services	http://dmasva.dmas.virginia.gov/
Change Password	Transfers the user to the Web Registration – Change Password page	WPR-S-0006
Request Security ID	Navigates the user to the Web Registration – Request Apply Security ID page	WPR-S-0003
Add Users	Routes the user to the Web Registration – Add Edit Users screen	WPR-S-0008
View/Edit Users	Transfers the user to the Web Registration – View Edit Users	WPR-S-0009
Web Registration Quick Reference	Transfers the user to the Web Registration Quick Reference Guide	Web Registration Quick Reference Guide.pdf
Establishing a Provider Organization	Transfers the user to the New User Registration Quick Reference Guide	New User Registration Quick Reference Guide.pdf

Error Messages

Description	Resolution
No enterable fields	No error messages

Access

This screen is accessed through internet or intranet

1. Sign on to the internet or intranet
2. Key in the url <http://dmasva.dmas.virginia.gov/>
3. The Public Portal – Home Page will display
4. Select 'Provider' from the Login portlet and click 'Submit'
5. The Secured Provider – Home Page will display

Tables – MMIS/DB2

N/A

Tables - Portal

N/A